

QUESTIONS FOR MEDICAL/DENTAL SERVICES RFP

1. Thursday, 2/28/08 from Gina Rose, Business Development Director, Prison Health Services, Inc.

Given the volatility of today's healthcare market, and the risk premium involved in pricing a four year term, PHS would like to inquire if the DOC would be willing to:

- a) revise the initial term of the contract to a one year term with subsequent mutual annual renewals to follow, and/or
- b) allow provision in the contract for a 120 mutual no-cause termination clause.

RESPONSE: The NH Department of Corrections is not willing to change the contract terms to annual renewals or enter into a 120 days mutual no-cause termination.

PHS genuinely believes that to grant such provisions would be in the best interest of the DOC, both fiscally and in the allowance of a productive proposal process, while still meeting the DOC's objective to not repeat the RFP process annually.

2. Tuesday, 3/4/08 from Steven Wheeler, President and COO, MHM Solutions, Inc.

- a) Please identify all insurance coverage requirements (i.e. per occurrence and policy aggregate) by policy type, namely:
 - Professional Liability (malpractice)
 - Worker's Compensation
 - General Liability
 - Any other coverage not listed above

RESPONSE: Professional Liability (malpractice): The state will require this coverage. Indicate in your proposal and provide example that your agency has the ability to provide professional liability to employees hired under the proposed contract.

Worker's Compensation: The proposal should provide representation of your organizations ability to provide said coverage to proposed employees.

General Liability: The State's Attorney General's Office requires two million per occurrence/aggregate. Please provide an appropriate example in the bid of your agency's ability to provide this coverage.

Other coverage: This should be based on the vendor's policies and procedures.

- b) To what extent is the vendor to backfill positions during vacations and sick time?

RESPONSE: The Department recognizes that physicians/dentists will have vacation/sick leave time. The vendor must provide adequate coverage but not necessarily equal coverage based on the satisfaction of the Department.

- c) Exhibit A, 10, Reporting Requirements, page 13 of 18. Does the Department have a computer system that will support the reporting requirements identified?

RESPONSE: The Department has internal IT support as a resource to create a mutually agreed upon system to track reporting requirements that are agreed upon at the contractual obligation of this Request for Proposal.

- d) What is the State's FY09 budget for this RFP?

RESPONSE: Funds allocated for physician/dental services are imbedded in the overall Medical/Forensic Services budget. Therefore, there is not a specific budgetary line item for this set of services as described in this RFP rather all medical and dental services are funded through a general line item referred to as Medical & Dental with the exception of Psychiatric Services which has a dedicated budgetary line.

- e) Please provide the contract numbers for all dental providers that are independent contractors.

RESPONSE:

FY 08 Medical/Dental Contract Encumbrances Numbers

Medical Vendor	Contract Encumbrance Number	Expiration Date	Contract Amount
Celia A Englander	190284-08	6/30/2008	\$ 204,813.00
John Eppolito	190285-08	6/30/2008	\$ 189,366.74
Dental Vendor	Contract Encumbrance Number	Expiration Date	Contract Amount
Roland Bryan, DDS	211457	12/31/2008	\$ 36,198.75
John M Carroll	211460	12/31/2008	\$ 36,198.75
James N Hamilton	211458	12/31/2008	\$ 36,198.75
Rober J Madden DMD	211459	12/31/2008	\$ 53,295.20

3. Friday, March 7, 2008 from Ndolo Purity, President and CEO JayKay Staffing

- a) Is this a new service or a renewal? If a renewal what are the hourly rates of the contractor that is proving this services and the name of the contractor.

RESPONSE: This is a new service.

- b) How do I access questions and answers? The website in the bid does not work. <http://Webster.state.nh.us/rfp.html>

RESPONSE: The website for accessing the Q&A is the same as the website for accessing the RFP (<http://www.nh.gov/nhd/doc/business/rfp.html>) and the Q&A will be found under the posted RFP.

4. Friday, March 7, 2008 from Gina Rose, Director, Business Development, PHS, Inc.

- a) Appendix A, page 11, Section 5, Paragraph 5.4-Currently there are 4.2 FTE's proposed in the RFP- .2 Oral Surgeon, 2.5 Dentist, and 1.5 Hygienists. There are only a total of 6.4 FTE's that will remain with the Department- 2 FTE Dentist and 3.7 FTE Dental Assistant. Will the Department consider outsourcing all 10.6 employees to a dental contractor? (Having the Department manage 6.4 employees and a contractor manage 4.2 will not produce best results. In order to appropriately operate the dental operations in a correctional facility, all staff must report to one organization. Our desire is to have the scope of services cover statewide dental services.)

RESPONSE: We will not bid out existing State employee positions.

- b) Appendix A, Page 11, Section 5, Paragraph 5.4. In the proposed 4.2 FTE's in the RFP, there are no dental assistants. Who will provide Dental Assistants to assist the .2 oral surgeon and the 2.5 Dentists?

RESPONSE: NHD OC will provide all necessary dental assistant positions.

- c) Appendix A, Page 11, Section 5, Paragraph 5.4- What is the purpose of the .2 Oral Surgeon FTE at Concord? Will this position only treat patients at Concord or will other patients from other facilities be transferred to Concord to receive oral surgery procedures as well?

RESPONSE: Inmates requiring the services of the oral surgeon are transported to Concord Dental Services for the provision of this specific treatment.

- d) Appendix A, Page 11, Section 5, Paragraph 5.4- With oral surgery needs at other facilities (Goffstown, Laconia and Berlin) does the Department have contracted oral surgeons to refer to and does the state pay for these services?

RESPONSE: The State has an individual contract currently with an oral surgeon. This contract expires on 6/30/07. As indicated in the previous question, inmates at facilities (Goffstown, Laconia and Berlin) are transported to Concord Dental services for oral surgery this practice will continue under the proposed RFP.

- e) Appendix A: Scope of Services- Are supplies, equipment, lab services (prosthetics) and off-site oral surgery cases to be paid for by the DOC? If the DOC is responsible, what is the policy for the dentists to request additional supplies?

RESPONSE: Supplies, equipment, lab services (prosthetics) and off-site oral surgery (if approved through the consult review process, i.e. unable to be performed on-site) will be paid for by the DOC. The purchase of supplies/equipment beyond what is currently stocked will be considered on a case by case basis.

- f) Who pays for malpractice for the .2 Oral Surgeon FTE and the 2.5 Dentist FTEs?

RESPONSE: The winning Bidder will be responsible for the provision of malpractice to their employees under this proposal.

- g) Appendix A: Scope of Services- What are the criteria for the construction for prosthetics, dentures and partials-i.e. number of teeth missing for partials, number of months remaining to be incarcerated for dentures, etc. What are the overall guidelines for the construction of prosthetics?

RESPONSE: Reference NHDOC Health Services Chapter 6 as attached to this response in PDF format.

*** Post Chapter 6 of the PPDs in Adobe format**

- h) Exhibit A, Page 9, Section 5, paragraph 5.1.5, c, d and e mention the "Department's UM Program." Can we receive a copy of this program to understand the department's intentions in providing these services "Consistent with the Department's UM Program."

RESPONSE: Reference NHDOC Health Services Chapter 6 as attached to this response in PDF format.

- i) Exhibit A, Page 13, Section 9- How many hours per week does the DOC envision as necessary for the Contractor Contract Liaison position? Since

this role will likely encompass the required reporting, timekeeping, scheduling, and administrative work on the training responsibilities, will this be an additional FTE? If the DOC feels that these items do not fall under this position, how should costs for providing them be allocated?

RESPONSE: The NHDOC is requiring only those FTE's as specified in the RFP. All other costs should be addressed in other budgetary line items.

- j) Exhibit A, Page 4, Section 3- At the four facilities listed in the RFP, are sick call, history & physicals, chronic care clinics and blood draws current? What are the New Hampshire State guidelines around these procedures?

RESPONSE: Reference NHDOC Health Services Chapter 6 as posted as attachments to this response in PDF format. NHDOC follows the ACA guidelines in these areas.

- k) Appendix A: Scope of Services- Given the required structure of the contract, who will designate the division of responsibilities between contractor employees and NHDOC employees? Are DOC employees willing to work cooperatively with contracted employees?

RESPONSE: Structure and division of responsibilities will be mutually agreed upon between the Vendor and NHDOC. NHDOC staff will work cooperatively with contracted employees as exemplified by our current Psychiatric Contract.

- l) Appendix A; Scope of Services- Please detail the DOC's vision for how the contractor's 2.5 medical FTEs will fit into your overall medical model. How will collaborative efforts, any conflicts in professional opinion on service, etc. be addressed?

RESPONSE: The contracted medical director will work with the Director of Medical and Forensic Services to facilitate cooperative efforts. The contracted medical director will attempt to resolve any conflicts in professional opinion on service, etc. If resolution cannot be achieved directly by the contracted medical director, the contracted medical director will bring it to the Director of Medical and Forensic Services' or his/her designee attention with a recommended resolution.

- m) Appendix A: Scope of Services- Due to the required structure of the contract, please clarify the process for contractor employees to provide oversight/peer review to unionized mid-level providers?

RESPONSE: State personnel rules allow for clinical supervision. All administrative supervision for NHDOC staff will be under the oversight of the Director of Medical and Forensic Services or his/her designee.

- n) Appendix A, Page 2, Section 2, Paragraph 2.5 states that the Contractor shall provide representatives to attend meetings as required by DOC. Please specify hour per week or month that such meetings will take place. Are these hours included in the DOC staffing requirements in the RFP?

RESPONSE: These are part of the responsibility of the proposed Medical Director Position.

- o) Appendix A, Page 4, Section 3, Paragraph 3.1.4- The medical scope includes routine physicals on those specified by the DOC. Please provide the number of routine physicals needed and performed on a monthly basis for the past 12 months.

RESPONSE: Physicals are done according to ACA standards. They are done on intake and then according to age. Please refer to PPD 6.03.

- p) Appendix A, Page 5, Section 3, Paragraph 3.1.16-Since the Contractor's physicians will need to comply with these, please provide a copy of: 1) The DOC's Infection Control Program and HIV/AIDS, TB/Hepatitis Programs 2) The DOC's formulary 3) the DOC's End-of-Life Program policies

RESPONSE: Reference NHDOC Health Services Chapter 6 as attached to this response in PDF format. Please refer to 6.02, 6.07 and 6.42.

- q) Appendix A, Page 2, Section 2, Paragraph 2.11-What is the usual timeframe for the DOC's criminal background check on prospective employees?

RESPONSE: We do criminal/motor vehicle background checks the day candidates' complete paperwork during pre-employment assessment.

- r) Appendix A, Page 4, Section 3, Paragraph 3.1.10- What specialty clinics are currently provided, per facility? How often?

RESPONSE:

	Specialty Clinic			
Site		Podiatry	Optometry	Ortho
Concord/Secure Psychiatric Unit		2 per Month	3 per Month	1 per Month
Goffstown		Transported to Concord	1 per Quarter	Transported to Concord
Lakes Region Facility		1 per 2 Months	1 per Month	Transported to Concord
Northern NH Correctional Facility		1 per Month	1 per Month	Transported to Concord

- s) **Appendix A, Page 5, Section 3, Paragraph 3.1.10- How many pregnant inmates have been treated month over the last 12 month period? How many births per month?**

RESPONSE: For the FY 2007, there were a total of 4 births. For FY 2008 to date, there have been no births.

FY 2007 Services Related to Pregnant Offenders Rendered

	CASES Q1	CASES Q2	CASES Q3	CASES Q4
OTHER OBSTETRICS				
64193 ANTEPART HEM NOS-ANTEPA	1	0	0	0
64513 POST TERM PREG-ANTEPAR	1	0	0	1
TOTAL OTHER OBSTETRICS	2	0	0	1
PRENATAL CLINIC				
65573 DEC FETAL MOVMT ANTEPAR	1	0	0	0
V221 SUPERVIS OTH NORMAL PRE	2	0	1	1
V222 PREG STATE, INCIDENTAL	1	0	0	0
TOTAL PRENATAL CLINIC	4	0	1	1

FY 2008 to date - Services Related to Pregnant Offenders Rendered

	CASES Q1	CASES Q2	CASES Q3	CASES Q4
OTHER OBSTETRICS				
64683 PREG COMPL NEC-ANTEPART	0	2	0	0
TOTAL OTHER OBSTETRICS	0	2	0	0
PRENATAL CLINIC				
V221 SUPERVIS OTH NORMAL PRE	2	1	0	0
TOTAL PRENATAL CLINIC	2	1	0	0